



04-24-02

2185

#3
ml

7-10-02

Attorney Docket No. **PHL-002/00US****PATENT**Express Mail Label Number: EL 841765645 US
Date of Deposit: April 23, 2002

I hereby certify that this paper or fee is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to the Commissioner for Patents, Washington, DC 20231.

Date: April 23, 2002

By: Sherry Duncan Bitler
Sherry Duncan Bitler**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of Burgin et al.

Serial No.: 09/944,836

Examiner:

Confirmation No.:

Art Unit: 2185

Filed: 08/31/01

For: **SYSTEM AND METHOD FOR AUTOMATED END-USER SUPPORT****RECEIVED**
APR 25 2002
Technology Center 2100Commissioner for Patents
Washington, D.C. 20231**INFORMATION DISCLOSURE STATEMENT TRANSMITTAL**

Enclosed is an Information Disclosure Statement and accompanying Form PTO/SB/08 for the above-identified patent application.

- ☒ In accordance with 37 C.F.R. §1.97(b), no additional fee for submission of the IDS is required.
- ☐ In accordance with 37 C.F.R. §1.97(c), also enclosed is:
- ☐ the fee of \$180.00 as set forth in 37 C.F.R. §1.17(p); or
- ☐ a statement as specified in 37 C.F.R. §1.97(e).
- ☐ In accordance with 37 C.F.R. §1.97(d), a statement as specified in 37 C.F.R. §1.97(e) and the fee of \$180.00 as set forth in 37 C.F.R. §1.17(p) are also enclosed.
- ☐ Check No. ___ in the amount of \$___ for the total fee is attached.
- ☐ Please charge \$___ to Deposit Account No. 50-1283 for the total fee. This paper is being submitted in duplicate.

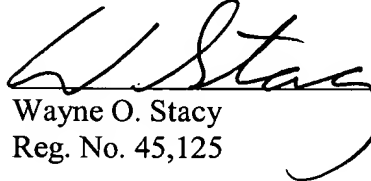
The Commissioner is hereby authorized to charge any appropriate fees under 37 C.F.R. §§1.16, 1.17, and 1.21 that may be required by this paper, and to credit any overpayment, to Deposit Account No. 50-1283.

Dated: April 23, 2002

COOLEY GODWARD LLP
ATTN: Patent Group
One Freedom Square
Reston Town Center
11951 Freedom Drive
Reston, VA 20190-5601
Tel: (720) 566-4125
Fax: (720) 566-4099

Respectfully submitted,
COOLEY GODWARD LLP

By:


Wayne O. Stacy
Reg. No. 45,125

Attorney Docket No. FINL-002/00US

PATENT

Express Mail Label Number: EL 841765645 US
Date of Deposit: April 23, 2002



I hereby certify that this paper or fee is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to the Commissioner for Patents, Washington, DC 20231.

Date: April 23, 2002

By: Sherry Duncan Bitler
Sherry Duncan Bitler

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of Burgin et al.

Serial No.: 09/944,836

Examiner:

RECEIVED

Confirmation No.:

Art Unit: 2185

APR 25 2002

Filed: 08/31/01

Technology Center 2100

For: **SYSTEM AND METHOD FOR AUTOMATED END-USER SUPPORT**

Commissioner for Patents
Washington, D.C. 20231

INFORMATION DISCLOSURE STATEMENT UNDER 37 C.F.R. §1.97(b)

In accordance with the duty of disclosure set forth in 37 C.F.R. §1.56,
Applicant(s) hereby submits the following information in conformance with 37 C.F.R.
§§1.97 and 1.98.

- ☒ Pursuant to 37 C.F.R. §1.98, a copy of each document cited in the attached Form PTO/SB/08 is enclosed.
- ☐ No copies of the publications listed on the attached Form PTO/SB/08 are being provided pursuant to 37 C.F.R. §1.98(d) because the publications were previously cited by or submitted to the Office in prior Application Serial No. ___ to which the above-identified application claims priority under 35 U.S.C. §120.
- ☐ Publication(s) ___ listed on the attached Form PTO/SB/08 were cited in a foreign search or examination report corresponding to ___ application serial no. ___ and mailed on ___.

- ☐ Enclosed is a copy of a non-English publication(s) _____. Pursuant to §609 of the M.P.E.P., Applicant submits the attached foreign search or examination report, which cites such non-English language publication(s).
- ☐ Enclosed is a copy of a non-English publication(s) _____. English language publication ____ (copy enclosed) claims priority from this non-English publication.
- ☐ Enclosed is an explanation of non-English publication(s) _____ for which an English translation is not available.
- ☐ Enclosed is an English translation of non-English publication(s) _____ cited in the attached Form PTO/SB/08.
- ☐ Enclosed is a copy of pending patent Application Serial No. _____.

This Information Disclosure Statement is filed within any one of the following time periods:

- ☐ within three months from the filing date of this national application other than a CPA under 37 C.F.R. § 1.53(d);
- ☐ within three months from the date of entry of the national stage as set forth in 37 C.F.R. §1.491 in this international application;
- ☒ before the mailing date of a first office action on the merits; or
- ☐ before the mailing of a first office action after the filing of a request for continued examination under 37 C.F.R. § 1.114.

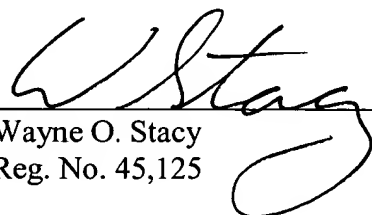
It is respectfully requested that the Examiner consider the above-noted information and return an initialed copy of the attached Form PTO/SB/08 to the undersigned.

Dated: April 23, 2002

COOLEY GODWARD LLP
ATTN: Patent Group
One Freedom Square
Reston Town Center
11951 Freedom Drive
Reston, VA 20190-5601
Tel: (720) 566-4125
Fax: (720) 566-4099

Respectfully submitted,
COOLEY GODWARD LLP

By:


Wayne O. Stacy
Reg. No. 45,125

Please type a plus sign (+) inside this box →



PTO/SB/08A (08-00)

Substitute for form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(use as many sheets as necessary)</i>				Complete if Known	
		Application Number		09/944,836	
		Filing Date		08/31/01	
		First Named Inventor		Burgin et al.	
		Group Art Unit		2185	
		Examiner Name			
Sheet	1	of	2	Attorney Docket Number	FINL-002/00US

U.S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. ¹	U.S. Patent Document		Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY
		Number	Kind Code ² (if known)		
		2001/0032140A1		Hoffman	10/18/2001

RECEIVED
 APR 25 2002
 Technology Center 2100

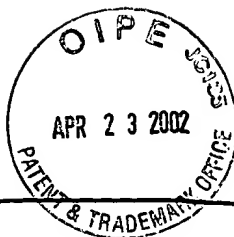
FOREIGN PATENT DOCUMENTS							
Examiner Initials*	Cite No. ¹	Foreign Patent Document			Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY	T ⁶
		Office ³	Number ⁴	Kind Code ⁵ (if known)			

Examiner Signature		Date Considered	
--------------------	--	-----------------	--

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Unique citation designation number.
² See attached Kinds of U.S. Patent Documents.
³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3).
⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document.
⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible.
⁶ Applicant is to place a check mark here if English language Translation is attached.

Please type a plus sign (+) inside this box →



PTO/SB/08A (08-00)

Substitute for form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(use as many sheets as necessary)</i>				<i>Complete if Known</i>	
				Application Number	09/944,836
				Filing Date	08/31/01
				First Named Inventor	Burgin et al.
				Group Art Unit	2185
Examiner Name					
Sheet	2	of	2	Attorney Docket Number	FINL-002/00US

OTHER PRIOR ART – NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²

RECEIVED
 APR 25 2002
 Technology Center 2100

Examiner Signature		Date Considered	
-----------------------	--	--------------------	--

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Unique citation designation number.

² Applicant is to place a check mark here if English language Translation attached.